Role Description
Assistant Office Manager

Cluster	Stronger Communities
Agency	Legal Aid NSW
Classification/Grade	Clerk Grade 3/4
Division	Various
Role Number	531111
PCAT Code	1119173
Date of Approval	2 March 2021

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 25 regional offices in metropolitan and regional centres across NSW and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

Support the Office Manager in the provision of broad range administrative and complex client service functions to support the legal service delivery and providing ongoing support and guidance to the Legal Support Officer (LSO) team.

Key accountabilities

- Support Officer Manager with various office management functions when and where appropriate to ensure timely and accurate administrative service delivery.
- Assist Office Manager in establishing and maintaining effective business relationships with key internal and external stakeholders.
- Responsible for training of admin staff and delivery of consistent quality outcomes for the team/office. This includes being change champion and supporting the rollout and consistent use of new systems within the office/unit.
- Assist the Office Manager in professional development of LSO team to ensure the delivery of consistently high quality service to clients and stakeholders.

- Contribute to the business improvement initiatives to enhance the delivery of quality client services, ensuring clients, particularly complex clients, receive appropriate information and service from Legal Aid.
- Provide guidance to the administration support staff.

Key challenges

- Operating without supervision and is required to resolve issues without reference to any other officer, including enquiries from difficult and distressed clients. Sensitivity and tact are often required, particularly in matters where referral to other agencies or practitioners is required.
- Maintaining a constantly high level of support to the legal officers in an environment of conflicting deadlines, changing court procedures and staff turnover. The position holder is required to support the Office Manager in constantly monitor the quality of advice and work generated by the admin support staff, and provide training as required.
- Managing time effectively, supervisory and organisational skills are also required to ensure the ongoing compliance with approved policies, systems, processes and practices.

Key relationships

Who	Why
Internal	
Office Manager and SIC	• Seek guidance and direction and deputise for Office Manager when appropriate.
Legal support officers	• Provide guidance and support and training
Inhouse solicitors	• Liaise between solicitors and Legal Support Staff
External	
Private Practitioners	• Assigning work

Role dimensions

Decision making

Works with a level of autonomy. Provides support and guidance to the administration support staff and escalates issues to the office manager and/or the Solicitor in Charge.

Reporting line

Office Manager, Solicitor In Charge

Direct reports

n/a

Budget/expenditure

n/a

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Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way. • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies guidelines and codes of conduct. • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Technology	Foundational	• Display familiarity and confidences in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

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